Prior to 834.
Action Code AE = Applied for New Eligibility.
This action code was sent with an action type of "D" = Disenroll.

834.
When the mapping documentation was done for the 834…
AE was MISTAKENLY added to Mercator crosswalk tables and all documentation with an action of "A" = Add.

What you see on the 834 today.
The mainframe process sends an Action Code "AE" with an Action Type of "D" to Mercator. Mercator first matches the incoming record to the crosswalk table using the Action Type. The process finds an action type of D, then looks for the action code. There is no action code of "AE" with an action type of "D". Mercator does not find a match. The transaction is then processed. The 834 appears with an action of "D" or INS04 Maintenance Reason Type of "024" = Termination and a **BLANK** INS04 = Maintenance Code.

In effect, you are receiving an enrollment termination with no explanation.

The result of the fix, Customer Support Ticket #90764 Created by JHC, will add the correct INS04 Maintenance Reason Code of "07" = Termination of Benefits.

What you see today.

```
              2000  Member Level Detail
INS01   Insured Indicator:        Y
INS02   Relationship Code         18
INS03   Maintenance Type          024    (Action Type)
INS04   Maintenance Reason        [   ]  (Action Code)
INS05   Benefit Status            A
INS06   Medicare Plan Code        E
INS08   Employement Status        FT
REF01   Subcriber Qualifier       0F
REF02   AHCCCS ID                 A22222222
REF01   Member Policy Qualifier   1L
REF02   Policy Number             NO DATA
REF01   ID Qualifier              17
REF02   Voucher Number            H23456789
DTP01   Date/Time Qualifier       357
DTP02   Date Time Period          D8
DTP03   Status Information Eff Dt  20030226  (Enrl End Dt)
```

INS04 is translated from existing AHCCCS codes. See Code Set Mapping Table.

```
              2100A  Member Name

NM101   Entity Identifier    IL
NM102   Entity Qualifier     1
NM103   Lname                Bush
NM104   Fname                George
NM105   Mname                W
NM108   SSN Qualifier        34 (SSN)
NM109   SSN                  526650902
DMG01   Date Format          D8
DMG02   Member DOB           19721201
DMG03   Gender               M
```